

Cold[❄] Relief



Massachusetts Department
of Housing & Community Development
100 Cambridge Street, Suite 300
Boston, MA 02114
www.mass.gov/dhcd

energy assistance programs

Division of Community Services

2005-2006



Mitt Romney, Governor
Kerry Healey, Lieutenant Governor
Jane Wallis Gumble, Director

From the Director



November, 2005

On behalf of Governor Mitt Romney, the Department of Housing and Community Development (DHCD) is pleased to announce the 29th anniversary of the Low Income Home Energy Assistance Program (LIHEAP). On average, LIHEAP funds have helped over 130,000 households annually across the state.

Funded through the U.S. Department of Health and Human Services (DHHS), LIHEAP assists low-income individuals and families with the cost of heating their homes during the winter season. The Program is managed by the DHCD in conjunction with 22 regional nonprofit and local government organizations.

This year, LIHEAP will provide fuel assistance to low-income people with annual incomes up to 200% of the federal poverty level, or \$38,700 for a family of four. Current benefits vary depending on income levels. Last year, DHCD served over 134,500 Massachusetts households through this program and expects more to be served this winter.

The Weatherization Assistance Program, funded by the U.S. Department of Energy (DOE) and the Heating System Repair and Replacement Program (funded through DHHS LIHEAP funds) are other programs designed to assist low-income households in the Commonwealth. These energy conservation programs help stretch available LIHEAP funds. All of these services are provided through "one-stop applications" at your local energy assistance agency.

This brochure is intended to be a resource for program providers, energy vendors, cities and towns, and community organizations. We hope that you find it an informative tool to access the fuel assistance and energy conservation providers. It is also available online at: www.mass.gov/dhcd.

Should you have any questions, please do not hesitate to contact DHCD's Division of Community Services or your local energy assistance agency indexed by community in this brochure.

Jane Wallis Gumble, Director
Department of Housing and Community Development

Community Listing

1

Action for Boston Community Development, Inc. (ABCD)
178 Tremont Street
Boston, MA 02111

(617) 357-6012

2

Action, Inc.
47 Washington Street
Gloucester, MA 01930

(978) 281-3900
1-800-696-9276

3

Berkshire Community Action Council, Inc. (BCAC)
1531 East Street
Pittsfield, MA 01201

(413) 445-4503 - Pittsfield
(413) 663-3014 - North Adams
(413) 528-1947 - Great Barrington
1-866-216-6100 - Toll Free

4

Community Action, Inc. (CAI)
25 Locust Street
Haverhill, MA 01832

(978) 373-1971 - Haverhill
1-800-332-9004 - Toll Free

5

City of Cambridge, Department of Human Services
51 Inman Street
Cambridge, MA 02139

(617) 349-6252

6

Community Action Program Intercity, Inc. (CAPIC)
100 Everett Street, Unit 14
Chelsea, MA 02150

(617) 884-6130

To find the local energy assistance agency closest to you, match the number beside the city/town listing on the next page to the agency number listed below.

7
Citizens for Citizens (CFC)
264 Griffin Street
Fall River, MA 02724

(508) 679-0041 - Fall River
(508) 823-6346 - Taunton
(508) 676-7397 - Information

8
Community Teamwork, Inc. (CTI)
517 Moody Street
Lowell, MA 01854

(978) 459-6161 - Lowell
(781) 643-2358 - Arlington
1-877-451-1082 - Toll Free

9
Franklin Community Action
Corporation (FCAC)
393 Main Street
Greenfield, MA 01301

(413) 774-2310
1-800-370-0940;
Hampshire County

10
Greater Lawrence Community
Action Council, Inc. (GLCAC)
305 Essex Street
Lawrence, MA 01840

(978) 681-4950 - Lawrence
(781) 942-9061 - Reading
(978) 664-6011 - North Reading

11
Housing Assistance Corporation
(HAC)
460 West Main Street
Hyannis, MA 02601

(508) 771-5400, ext. 387

13
Lynn Economic Opportunity, Inc.
(LEO)
156 Broad Street
Lynn, MA 01901

(781) 581-7220, ext. 283

14
Menotomy Weatherization
20 Academy Street, Suite 202
Arlington, MA 02476

(781) 316-3436

15
Montachusett Opportunity
Council, Inc. (MOC)
Energy & Envir Services
52 Hartwell Street
Fitchburg, MA 01420

(978) 342-7025

16 a
New England Farm Workers
Council (NEFWC)
(City of Springfield only)
1628-1640 Main Street
Springfield, MA 01103

(413) 272-2209

16 b
New England Farm Workers
Council (NEFWC)
(North Central MA only)
435 Main Street, Suite 3040
Fitchburg, MA 01420

(978) 342-4520

17
North Shore Community
Action Programs, Inc.
(NSCAP)
98 Main Street
Peabody, MA 01960
(978) 531-0767, ext. 136
(978) 531-8810 - Infor only

18
People Acting in Community
Endeavors, Inc. (PACE)
166 Williams Street
New Bedford, MA 02740

(508) 999-9920

19
Quincy Community Action
Programs, Inc. (QCAP)
1509 Hancock Street, 3rd Fl
Quincy, MA 02169

(617) 479-8181, ext. 101

20
Springfield Partners for
Community Action, Inc.
(SPCA)
619 State Street
Springfield, MA 01109
(413) 263-6538

21
Self Help, Inc. (SHI)
1362 Main Street
Brockton, MA 02301

(508) 226-4192 - Attleboro
(508) 588-5440 - Brockton
1-800-225-0875 - Toll Free

23
South Middlesex Opportunity
Council, Inc. (SMOC)
300 Howard Street
Framingham, MA 01701

(508) 620-1230 - Framingham
1-800-286-6776
Toll Free outside Framingham

24
City of Springfield, Office of
Community Development
1600 East Columbus Avenue
Springfield, MA 01103

(413) 787-6500

25
South Shore Community
Action Council, Inc. (SSCAC)
265 South Meadow Road
Plymouth, MA 02360

(508) 747-7575 x210 - Plymouth
(508) 778-0870 - Hyannis (Oct.-April)
(508) 747-6707 - Information Only

26
Tri-City Community Action
Programs, Inc. (TRICAP)
341A Forest Street
Malden, MA 02148

(781) 322-6284

27
Valley Opportunity Council
(VOC)
300 High Street
Holyoke, MA 01040

(413) 552-1548

28
Worcester Community Action
Council, Inc. (WCAC)
484 Main Street, 2nd Floor
Worcester, MA 01608

(508) 754-1176 x110 - Worcester
1-800-545-4577 - Toll Free

FA - Fuel Assistance

W - Weatherization

H - Heating System Services

	FA	W	H		FA	W	H		FA	W	H
Abington	21	21	21	Danvers	17	17	17	Huntington	9	9	9
Acton	23	23	23	Dartmouth	18	7	7	Ipswich	2	2	2
Acushnet	18	7	7	Dedham	21	21	21	Kingston	25	25	25
Adams	3	3	3	Deerfield	9	9	9	Lakeville	7	7	7
Agawam	27	20	27	Dennis	25	11	11	Lancaster	16b	15	15
Alford	3	3	3	Dighton	7	7	7	Lanesborough	3	3	3
Amesbury	4	2	4	Douglas	28	28	28	Lawrence	10	10	10
Amherst	9	9	9	Dover	23	23	23	Lee	3	3	3
Andover	10	10	10	Dracut	8	8	8	Leicester	28	28	28
Aquinnah	25	11	11	Dudley	28	28	28	Lenox	3	3	3
Arlington	8	14	14	Dunstable	8	8	8	Leominster	16b	15	15
Ashburnham	16b	15	15	Duxbury	25	25	25	Leverett	9	9	9
Ashby	16b	15	15	East Bridgewater	21	21	21	Lexington	8	14	14
Ashfield	9	9	9	East Brookfield	28	28	28	Leyden	9	9	9
Ashland	23	23	23	E. Longmeadow	27	20	27	Lincoln	23	23	23
Athol	16b	15	15	Eastham	25	11	11	Littleton	23	23	23
Attleboro	21	21	21	Easthampton	9	9	9	Longmeadow	27	20	27
Auburn	28	28	28	Easton	21	21	21	Lowell	8	8	8
Avon	21	21	21	Edgartown	25	11	11	Ludlow	27	20	27
Ayer	16b	15	15	Egremont	3	3	3	Lunenburg	16b	15	15
Barnstable	25	11	11	Erving	9	9	9	Lynn	13	13	13
Barre	16b	15	15	Essex	2	2	2	Lynnfield	13	13	13
Becket	3	3	3	Everett	26	26	26	Malden	26	26	26
Bedford	8	8	8	Fairhaven	18	7	7	Manchester	2	2	2
Belchertown	9	9	9	Fall River	7	7	7	Mansfield	21	21	21
Bellingham	23	23	23	Falmouth	25	11	11	Marblehead	17	17	17
Belmont	8	14	14	Fitchburg	16b	15	15	Marion	18	7	7
Berkley	7	7	7	Florida	3	3	3	Marlborough	23	23	23
Berlin	16b	15	15	Foxborough	21	21	21	Marshfield	25	25	25
Bernardston	9	9	9	Framingham	23	23	23	Mashpee	25	11	11
Beverly	17	17	17	Franklin	21	21	21	Mattapoisett	18	7	7
Billerica	8	8	8	Freetown	7	7	7	Maynard	23	23	23
Blackstone	23	23	23	Gardner	16b	15	15	Medfield	23	23	23
Blandford	27	20	27	Georgetown	4	2	4	Medford	26	26	26
Bolton	16b	15	15	Gill	9	9	9	Medway	23	23	23
Boston	1	1	1	Gloucester	2	2	2	Melrose	26	6	26
Bourne	25	11	11	Goshen	9	9	9	Mendon	23	23	23
Boxborough	23	23	23	Gosnold	25	11	11	Merrimac	4	2	4
Boxford	4	2	4	Grafton	23	23	23	Methuen	10	10	10
Boylston	28	28	28	Granby	9	9	9	Middleborough	25	25	25
Braintree	19	19	19	Granville	27	20	27	Middlefield	9	9	9
Brewster	25	11	11	Gr. Barrington	3	3	3	Middleton	17	17	17
Bridgewater	21	21	21	Greenfield	9	9	9	Milford	23	23	23
Brimfield	27	20	27	Groton	8	8	8	Millbury	28	28	28
Brockton	21	21	21	Groveland	4	2	4	Millis	23	23	23
Brookfield	28	28	28	Hadley	9	9	9	Millville	23	23	23
Brookline	1	1	1	Halifax	25	25	25	Milton	19	19	19
Buckland	9	9	9	Hamilton	2	2	2	Monroe	9	9	9
Burlington	8	8	8	Hampden	27	20	27	Monson	27	20	27
Cambridge	5	14	14	Hancock	3	3	3	Montague	9	9	9
Canton	21	21	21	Hanover	25	25	25	Monterey	3	3	3
Carlisle	8	8	8	Hanson	21	21	21	Montgomery	27	20	27
Carver	25	25	25	Hardwick	16b	15	15	Mt. Washington	3	3	3
Charlemont	9	9	9	Harvard	16b	15	15	Nahant	13	13	13
Charlton	28	28	28	Harwich	25	11	11	Nantucket	25	11	11
Chatham	25	11	11	Hatfield	9	9	9	Natick	23	23	23
Chelmsford	8	8	8	Haverhill	4	2	4	Needham	21	21	21
Chelsea	6	6	6	Hawley	9	9	9	New Ashford	3	3	3
Cheshire	3	3	3	Heath	9	9	9	New Bedford	18	7	7
Chester	27	20	27	Hingham	25	25	25	New Braintree	16b	15	15
Chesterfield	9	9	9	Hinsdale	3	3	3	New Marlborough	3	3	3
Chicopee	27	20	27	Holbrook	21	21	21	New Salem	9	9	9
Chilmark	25	11	11	Holden	28	28	28	Newbury	4	2	4
Clarksburg	3	3	3	Holland	27	20	27	Newburyport	4	2	4
Clinton	16b	15	15	Holliston	23	23	23	Newton	1	1	1
Cohasset	25	25	25	Holyoke	27	20	27	Norfolk	21	21	21
Colrain	9	9	9	Hopedale	23	23	23	North Adams	3	3	3
Concord	23	23	23	Hopkinton	23	23	23	North Andover	10	10	10
Conway	9	9	9	Hubbardston	16b	15	15	North Attleboro	21	21	21
Cummington	9	9	9	Hudson	23	23	23	North Brookfield	28	28	28
Dalton	3	3	3	Hull	25	25	25	North Reading	10	10	10

FA - Fuel Assistance**W - Weatherization****H - Heating System Services**

	FA	W	H
Northampton	9	9	9
Northborough	23	23	23
Northbridge	23	23	23
Northfield	9	9	9
Norton	21	21	21
Norwell	25	25	25
Norwood	21	21	21
Oak Bluffs	25	11	11
Oakham	28	28	28
Orange	9	9	9
Orleans	25	11	11
Otis	3	3	3
Oxford	28	28	28
Palmer	27	20	27
Paxton	28	28	28
Peabody	17	17	17
Pelham	9	9	9
Pembroke	25	25	25
Pepperell	8	8	8
Peru	3	3	3
Petersham	16b	15	15
Phillipston	16b	15	15
Pittsfield	3	3	3
Plainfield	9	9	9
Plainville	21	21	21
Plymouth	25	25	25
Plympton	25	25	25
Princeton	16b	15	15
Provincetown	25	11	11
Quincy	19	19	19
Randolph	21	21	21
Raynham	21	21	21
Reading	10	10	10
Rehoboth	7	7	7
Revere	6	6	6
Richmond	3	3	3
Rochester	18	7	7
Rockland	21	21	21
Rockport	2	2	2
Rowe	9	9	9
Rowley	4	2	4
Royalston	16b	15	15
Russell	27	20	27
Rutland	28	28	28
Salem	17	17	17
Salisbury	4	2	4
Sandisfield	3	3	3
Sandwich	25	11	11
Saugus	13	13	13
Savoy	3	3	3
Scituate	25	25	25
Seekonk	7	7	7
Sharon	21	21	21
Sheffield	3	3	3
Shelburne	9	9	9
Sherborn	23	23	23
Shirley	16b	15	15
Shrewsbury	23	23	23
Shutesbury	9	9	9
Somerset	7	7	7
Somerville	5	14	14
Southborough	23	23	23
Southbridge	28	28	28
South Hadley	9	9	9
Southampton	9	9	9
Southwick	27	20	27
Spencer	28	28	28
Springfield	16a	20	24
Sterling	16b	15	15

	FA	W	H
Stockbridge	3	3	3
Stoneham	26	26	26
Stoughton	21	21	21
Stow	23	23	23
Sturbridge	28	28	28
Sudbury	23	23	23
Sunderland	9	9	9
Sutton	28	28	28
Swampscott	13	13	13
Swansea	7	7	7
Taunton	7	7	7
Templeton	16b	15	15
Tewksbury	8	8	8
Tisbury	25	11	11
Tolland	27	20	27
Topsfield	17	17	17
Townsend	16b	15	15
Truro	25	11	11
Tyngsborough	8	8	8
Tyringham	3	3	3
Upton	23	23	23
Uxbridge	23	23	23
Wakefield	13	6	13
Wales	27	20	27
Walpole	21	21	21
Waltham	8	14	14
Ware	9	9	9
Wareham	25	11	11
Warren	28	28	28
Warwick	9	9	9
Washington	3	3	3
Watertown	8	14	14
Wayland	23	23	23
Webster	28	28	28
Wellesley	23	23	23
Wellfleet	25	11	11
Wendell	9	9	9
Wenham	2	2	2
W. Boylston	28	28	28
W. Bridgewater	21	21	21
W. Brookfield	28	28	28
W. Newbury	4	2	4
W. Springfield	27	20	27
W. Stockbridge	3	3	3
W. Tisbury	25	11	11
Westborough	23	23	23
Westfield	27	20	27
Westford	8	8	8
Westhampton	9	9	9
Westminister	16b	15	15
Weston	23	23	23
Westport	7	7	7
Westwood	21	21	21
Weymouth	19	19	19
Whatley	9	9	9
Whitman	21	21	21
Wilbraham	27	20	27
Williamsburg	9	9	9
Williamstown	3	3	3
Wilmington	8	8	8
Winchendon	16b	15	15
Winchester	26	26	26
Windsor	3	3	3
Winthrop	6	6	6
Woburn	26	26	26
Worcester	28	28	28
Worthington	9	9	9
Wrentham	21	21	21
Yarmouth	25	11	11

To find the local energy assistance agency closest to you, match the number beside the city/town listing to the agency number on pages 2 and 3.

About our Programs...

The **Low-Income Home Energy Assistance Program (LIHEAP) (Fuel Assistance)** provides eligible households with help in paying winter heating bills. The program pays benefits of fixed amounts based on household income and size. An additional benefit is available to eligible households having a high energy burden. Local administering agencies determine household eligibility based on annualized income and the number of members in the household. The agency then will make payments towards the heating bills to the primary heat source vendor (oil, propane, wood or coal dealer or gas or electric utility). Special provisions are made for those households whose heat is included in their rent and those living in subsidized housing.

Households with incomes up to 200% of the Federal Poverty level are eligible for the Fuel Assistance Program. Homeowners and renters are both eligible.

The **Weatherization Assistance Program (WAP)** is designed to assist low-income households reduce their heating bills by providing home energy efficiency services. The program is operational year round. After a household is determined eligible, the local agency schedules an energy inspection of the home. A Mass. Weatherization Certified Energy Auditor completes an inspection of the energy and health and safety concerns of the home and completes a Work Order/Job Write-Up. Local certified and insured weatherization contractors are hired to complete the work at no cost to the occupants. Typical work completed includes air sealing, attic and/or sidewall insulation, weatherstripping, and minor repairs associated with the weatherization work. Heating system work, if needed is typically referred to a separate program administered by DHCD. All work receives a thorough Quality Control inspection by the agency's Energy Auditor. To the greatest extent possible, work is coordinated with any utility-funded Energy Efficiency programs that may be available in the area.

Households with incomes up to 200% of the Federal Poverty level are eligible for the Weatherization Assistance Program. Program eligibility is based on household eligibility for the LIHEAP Program. In addition, those households with a member receiving TAFDC or SSI are categorically eligible. Due to limited funding, priority points are awarded to households with members who are elderly, disabled, children under 7, Native Americans, and households with exceptionally high energy bills. Tenants (with landlord approval) as well as homeowners are eligible for weatherization.

Weatherization services vary dependent on the specific needs of the home and DOE approved conservation measures. There is a maximum of \$4,600 for all measures with the average grant of approximately \$1,600. No client contribution is required.

The **Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)** is designed to provide heating system repair and replacement services to low-income households. The program is operational year round. During the winter months, the program serves primarily as an emergency intervention service to provide assistance to low-income clients having problems with the operation of their primary heating system. Eligible households call the local administering agencies and notify HEARTWAP staff when they are having a problem. Heating companies, under contract with the local agency, provide services necessary to keep the heating system operating efficiently and safely. Provisions are in place for LIHEAP clients to contact their dealer directly if the emergency occurs during the evening or on weekends.

Households with incomes up to 200% of the Federal Poverty level are eligible for the HEARTWAP. Program eligibility is based on household eligibility for the current year's LIHEAP Program. Tenants are eligible for some services, but are required to first contact their landlord who is legally responsible for the maintenance of the heating system.

HEARTWAP services vary dependent on the specific needs of the home. Heating system replacements for unsafe, inoperable, and irreparable systems can be as high as \$2,750.

For further information on any of the above programs, please call the CSU Staff at (617) 573-1400 or 1 (800) 632-8175.

This information is also available online at:

<http://www.mass.gov/dhcd>.

2005-2006 FUEL ASSISTANCE INCOME ELIGIBILITY CHART

BASED ON GROSS ANNUAL INCOME

Family Size (# of people in the household)	100% of Federal Poverty Level	125% of Federal Poverty Level	150% of Federal Poverty Level	175% of Federal Poverty Level	200% of Federal Poverty Level
1	\$ 9,570	\$ 11,963	\$ 14,355	\$ 16,748	\$ 19,140
2	\$ 12,830	\$ 16,038	\$ 19,245	\$ 22,453	\$ 25,660
3	\$ 16,090	\$ 20,113	\$ 24,135	\$ 28,158	\$ 32,180
4	\$ 19,350	\$ 24,188	\$ 29,025	\$ 33,863	\$ 38,700
5	\$ 22,610	\$ 28,263	\$ 33,915	\$ 39,568	\$ 45,220
6	\$ 25,870	\$ 32,338	\$ 38,805	\$ 45,273	\$ 51,740
7	\$ 29,130	\$ 36,413	\$ 43,695	\$ 50,978	\$ 58,260
8	\$ 32,390	\$ 40,488	\$ 48,585	\$ 56,683	\$ 64,780
9	\$ 35,650	\$ 44,563	\$ 53,475	\$ 62,388	\$ 69,847
10	\$ 38,910	\$ 48,638	\$ 58,365	\$ 68,093	\$ 71,333
11	\$ 42,170	\$ 52,713	\$ 63,255	\$ 72,819	\$ 72,819
12	\$ 45,430	\$ 56,788	\$ 68,145	\$ 74,306	\$ 74,306

Limited by Statute to 60% of State Median Income.

To determine whether you qualify for assistance simply take the gross (before taxes) annual income for all adult household members and compare to the chart above. Some reductions in benefits apply for certain types of subsidized housing and other housing types.

Call the statewide toll-free HEATLINE at
1-800-632-8175

This information is available online at: www.mass.gov/dhcd

WINTER ENERGY-SAVING TIPS

- ❄️ Caulk and weatherstrip doors and windows that leak air.
- ❄️ When the fireplace is not in use, keep the flue damper tightly closed.
- ❄️ Set your thermostat as low as is comfortable and consider an automatic setback thermostat to save additional money.
- ❄️ Clean or replace filters on furnaces every other month.
- ❄️ Make sure that warm air registers, baseboard heaters and radiators are not blocked by furniture, carpeting, or drapes.
- ❄️ Close your curtains and shades at night; open them during the day..
- ❄️ Have your oil-fired heating system serviced annually and your gas-fired heating system serviced every three years.
- ❄️ Contact the energy assistance agency in your community to find out about the programs they offer that can keep you warm this winter.



Additional Assistance:

For utility company problems: D.T.E. **1-800-392-6066**. For limited income households, not eligible for fuel assistance, contact The Good Neighbor Energy Fund operated by your local Salvation Army at;

- in area codes 617/508/781/978: **1-800-334-3047**
- in area code 413: **1-800-262-1320**
- [or visit magoodneighbor.org for more information](http://magoodneighbor.org)